IN THE SPECIFICATION

Please replace paragraph [0006] at pages 2-4, as follows:

[0006] Figure 1 illustrates a block diagram of three networked image forming machines connected to a network of computers and databases through a telephone line and a network;

Figure 2 illustrates a block diagram of an exemplary computer which monitors machine conditions and which communicates with the image forming machines and computers;

Figure 3 illustrates a block diagram of a network with a remote monitoring server, dispatch system, helpdesk and customer system connected to a network;

~~Figure 4A~~ Figures 4A.1 and 4A.2 illustrates an alternate embodiment of a data flow diagram of communication, during a service call which requires dispatching of a technician, among the customer system, remote monitoring system, helpdesk and dispatch system of Figure 3;

~~Figure 4B~~ Figures 4B.1 and 4B.2 illustrates an alternate embodiment of a data flow diagram of communication, during an automatic call, among the customer system, remote monitoring system, helpdesk and dispatch system of Figure 3;

~~Figure 4C~~ Figures 4C.1 and 4C.2 illustrates an alternate embodiment of a data flow diagram of communication, during a customer call, among the customer system, remote monitoring system, helpdesk and dispatch system of Figure 3;

~~Figure 4D~~ Figures 4D.1 and 4D.2 illustrates an alternate embodiment of a data flow diagram of communication, during a manual call, among the customer system, remote monitoring system, helpdesk and dispatch system of Figure 3;

Figure 5A illustrates a block diagram of e-mail related modules, objects and information which are located in a server;

Figure 5B illustrates a block diagram of the device driver of Figure 5A;

Figure 6 illustrates a data flow diagram of Figure 5A;

Figure 7 illustrates a flow diagram of the help desk upon receiving an e-mail call request;

Figure 8A illustrates an exemplary e-mail message for a critical service call;

Figure 8B illustrates an alternate exemplary e-mail message;

Figure 9 illustrates a block diagram of related modules, objects and information which are located in a server;

Figure 10 illustrates a flow chart for obtaining reference parameters related to machine conditions;

Figure 11A and Figure 11B illustrate a flowchart of the process performed, in the server, when monitoring the image forming machine for read/write requests;

Figure 12A, Figure 12B and Figure 12C illustrate a flowchart of the process performed when a read/write function is activated;

Figure 13 is an exemplary call list;

Figure 14A is an exemplary call detail;

~~Figure 14B is~~ Figures 14B and 14C are an exemplary service call and jam data;

Figure 15A to ~~15I~~ 15K are an exemplary read/write screen including read/write machine data;

Figures 16A to ~~16D~~ 16G are exemplary machine condition data during operation; and

~~Figure 17 is~~ Figures 17A and 17B are exemplary machine identification information for a customer; and

Figure 18 illustrates a chart indicating calls during monitoring and associated displayed and undisplayed parameters.

Please replace paragraph [0026] at page 11 as follows:

[0026] With a continued reference to ~~Figure 4A~~ Figures 4A.1 and 4A.2, step 310 a service call ("SC") occurs and is transmitted from the image machine to the RMS center where at step 312 the service call is received. The service call includes an identifier, such as, but not limited to a tag ID number which unique for every image machine or monitored machine which communicates with the center. At step 314, an e-mail message is sent. The e-mail message may be determined based on a unique identifier or other appropriate image machine identifying information. At step 316, the e-mail message is received by the help desk. The help desk includes a RMS client and a dispatch system which may be located either remotely or locally to each other. At the dispatch system, step 318 receives a request to check if a technician was already dispatched. At determination step 320, the dispatch system determines whether the technician was already dispatched. The determination that the technician was already dispatched is based on using the tag ID number provided in the e-mail message to search on the dispatch system at block 328. If the technician was already dispatched, then the help desk transmits a request at step 322 to close the service call.

Please replace paragraph [0032] at page 13 as follows:

[0032] ~~Figure 4B illustrates~~ Figures 4B.1 and 4B.2 illustrate a response process to a service call with a request for a service technician dispatch and the checking of the machine condition. The service call includes but is not limited to issues related to "SC310 & 312: photoconductive drum potential sensor error", "SC321: laser writing error", "SC352: image density sensor error", "SC630: Communication error between LADP and RMS server", "SC640&643: communication error caused by electric board", "SC738: finisher shift-tray lift motor error" and "SC990: software performance error."

Please replace paragraph [0034] at page 14 as follows:

[0034] Referring again to ~~Figure 4B~~ Figures 4B.1 and 4B.2, step 416 receives e-mail at the helpdesk. The e-mail may include the tag ID number and the type of machine notification

which are capable of obtaining other data related to the machine problem Step 420 checks if a technician was already dispatched based on the dispatch database 420a which located at the dispatch system. Block 422 indicates that dispatching of a technician is determined by using the tag ID transmitted in the e-mail message to search on an enterprise resource planning (ERP) system or other appropriate management system. An ERP assists a manufacturer or other business to manage the important parts of its business, including product planning, parts purchasing, maintaining inventories, interacting with suppliers, providing customer service, and tracking orders. ERP can also include application modules for the finance and human resources aspects of a business. An ERP system uses or is integrated with a relational database system. The OMD is an application which manages, inventor, service and products, for example, but not limited to, the copier installation, billing, supply order information, product usage information and service dispatch information. Step 424 determines if the technician has been dispatched. If the service technician has already been dispatched, step 426 closes the service call using the information of the e-mail message to search the call list. For example, the tag ID number may assist in uniquely identifying the information. If the service technician has not been dispatched, step 430 dispatches a technician. Block 432 indicates that dispatching of a technician is based on using the tag ID transmitted in the e-mail message to search on OMD. Step 434 closes the service call.

Please replace paragraph [0035] at page 15 as follows:

[0035] ~~Fig. 4C illustrates~~ Figures 4C.1 and 4C.2 illustrate a response process to a customer call (CC) with a request for a service technician dispatch. The customer call transmits a machine notification to the customer. At step 510 a customer call occurs. The customer call includes but is not limited to "door open for a predetermined period of time" and "jam occurrence frequently at the same position of the paper feed path." The customer call is activated by a potential machine problem which occurs based on certain conditions,

including, but not limited to, a duration of time and quantity. At step 512, the customer call is received by the RMS server. The customer call is transmitted from the copier to the RMS server through the public phone line. When the customer call is transmitted, machine condition data 511 and SC and Jam data report 513 are also transmitted from the copier to the RMS server via the telephone line. If the RMS server receives the customer call, the RMS server checks a table to determine e-mail addresses based on the tag ID number. Step 514 sends e-mail to the helpdesk to notify the customer call is activated.

Please replace paragraph [0038] at page 16 as follows:

[0038] ~~Figure 4D illustrates~~ Figures 4D.1 and 4D.2 illustrate a response process to a manual call with a request for a service technician dispatch and checking the machine condition. At step 610, a manual call occurs. The manual call is activated when a customer enters the sequential keystrokes on an operation panel of the copier, and the manual call may be transmitted to the RSM server through the telephone line. When the manual call is transmitted, machine condition data 611 and manual call and jam data 613 are also transmitted from the copier to the RMS server via LADP. A controller of the RSM server checks the data table in which the tag ID and the service organization (SO)/ service dealer (SD) are stored in order to find an appropriate dealer and/or help desk. The service organization may be associated with multiple service dealers. If the RSM server can find the appropriate helpdesk, the RSM server automatically sends e-mail to the help desk. The sample of the e-mail that is sent to the helpdesk is shown in Figure 8B. In the RSM server, the e-mail address of each helpdesk is stored, and if the RSM server finds the appropriate helpdesk, automatically the helpdesk e-mail is sent. The e-mail function is described with reference to Figures 5, 6 and 7.

Please replace paragraph [0062] at page 26 as follows:

[0062] ~~Figure 14 B is~~ Figures 14B.1 and 14B.2 are machine call and jam data which may be displayed by activating service call (SC)/jam data in the call detail as shown in service call (SC)/jam data 1560 of Figure 14A. Service call and jam data 1662 includes 1-ADP/copier information 1564 and service call and jam data 1566. This data indicates the information to identify which machine is having a problem and the related machine notification, for example, a service call, and related paper jam information.

Please replace paragraph [0063] at page 26 as follows:

[0063] Figures 15A to ~~15G~~ 15K are an exemplary read/write screen 1600 for image machine data. Screen 1600 includes L-ADP/copier information 1610 such as date received, customer, installed section, contact, model/serial number, particular notes, tag ID, and service organization (SO)/ service dealer (SD). Read write items 1620A to 1620I includes, number (No.), item, standard which is a factory setting which is a predetermined desired value for a particular machine, setting range or tolerance within which machine condition data is evaluated, reference parameters which may be predetermined for a particular machine after installation or adjusted during based on usage, current machine condition parameters, and new values which has a write capability such that a user can input data into the new values and activate a write command. Consequently, the values will be read into memory.

Please replace paragraph [0064] at page 27 as follows:

[0064] Figures 16A to ~~16D is~~ 16G are exemplary machine condition data 1700 including LADP/copier information 1720, state information 1730 and jam history 1750A, 1750B, counter 1750A, 1750B, 1750C, operation time 1760 A, 1760B indicating the total time the machine has been in operation, and 1770 service call (SC) history indicating the service call history. It should be appreciated that any machine notification history such as manual call history and customer call history may be included. Also included in machine condition data

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1700 is sensor output, ROM, 1780A, 1780B, copy counter by user 1790, not used 1792, alarm information 1794, SC information 1796 and read/write change information 1798.

Please replace paragraph [0065] at page 27 as follows:

[0065] ~~Figure 17 is~~ <u>Figures 17A and 17B are</u> exemplary identification information related to the machines. The identification information 1800 includes customer information 1810, LADP information 1820, and related copier information 1830 which includes information related to all copiers with the same customer information 1810 and LADP information 1820. For example, all copiers as a customer site may be referenced to the same customer and LADP information. This information is stored in server 28. Alternatively, each help desk may store this type of information.